

SOP Template: Guidelines for Follow-up on Unexplained or Excessive Absences

This SOP provides **guidelines for follow-up on unexplained or excessive absences**, outlining procedures for identifying absenteeism, communication protocols with absent employees, documentation requirements, assessment of reasons for absence, and steps for reintegration or disciplinary action. The purpose is to maintain workforce accountability, support employee well-being, and ensure consistent attendance management within the organization.

1. Purpose

To establish procedures for monitoring, addressing, and documenting unexplained or excessive absences, ensuring fair and supportive attendance management practices.

2. Scope

This SOP applies to all employees and managers involved in monitoring and responding to absences within the organization.

3. Definitions

Term	Definition
Unexplained Absence	An absence from work without prior notification or acceptable reason provided by the employee.
Excessive Absence	More than the allowed number of absences within a specified period, as defined by company policy.
Reintegration	The process of supporting an employee's return to work following a period of absence.

4. Procedure

- Identification of Absenteeism**
 - Supervisors monitor attendance records regularly.
 - Flag unexplained or excessive absences according to attendance policy.
- Initial Communication**
 - Contact the absent employee within 24 hours via approved channels (phone, email, etc.).
 - Express concern and request reason for absence.
- Documentation**
 - Record all communication attempts and responses in the employee's attendance file.
 - Collect any supporting documentation (e.g., medical certificates).
- Assessment of Reasons**
 - Review employee's explanation and supporting documents.
 - Assess if absence is justified or requires further follow-up.
- Follow-up Actions**
 - If justified, coordinate reintegration and support as needed.
 - If unexplained/unjustified, proceed with disciplinary processes as per company policy.
 - Provide guidance or refer to Employee Assistance Programs if appropriate.
- Reintegration**
 - Discuss return-to-work expectations.
 - Identify any required accommodations or adjustments.

5. Responsibilities

- Supervisors/Managers:** Monitor attendance, initiate communication, and document actions.
- HR Department:** Advise on policy and disciplinary processes, maintain attendance records.
- Employees:** Notify supervisors of absences as early as possible and provide explanations as required.

6. Related Documents

- Company Attendance Policy
- Disciplinary Action Procedures
- Employee Assistance Program Information

7. Review and Update

This SOP is to be reviewed annually or upon significant policy change to ensure effectiveness and compliance.